



Communicator DATASHEET

Communicator datasheet contains comprehensive list of features and their detailed description.

Supported OS

Desktop Operating Systems that support installation and operation of Communicator.

MS Windows

Communicator installs and operates on MS Windows 32/64-bit platforms (Windows Vista and above).

macOS

Communicator can be installed and used on MAC OS X platforms (10.10 and above).

Linux

Communicator installs and operates on Linux Ubuntu 64-bit platforms (12.04 and above).

Windows Server

Communicator installs and operates on Windows Server (2012 and above).

Minimum Requirements

Although Communicator should work on any computer able to run supported operating systems there are minimum requirements that should be met in order to install it and to prevent call quality issues.

ValuTel's Hosted VoIP PBX platform

Communicator requires ValuTel's Hosted VoIP platform to operate. Third party PBXs are not supported.

Hard Disk Drive Space

Communicator requires up to 70 MB of free hard disk drive space for installation.

Broadband Internet Connection

Stable broadband internet connection is an important factor in VoIP call quality as VoIP traffic is highly susceptible to latency and packet loss. A minimum of 64kbps is required per VoIP talk path.

Phone Module

Communicator's phone module is one of the main features of this product. The phone module can be used as a softphone or integrated with both desk phones and mobile devices. When not used in softphone mode, the phone module has full functionality regardless of the SIP device type it is used with.

SoftPhone

Communicator's softphone mode allows you to make calls from your PC without the need to use the desk phone. You can enter the numbers you would like to dial through the application's dial-pad or simply select contacts from one of several contact lists that are synchronized with Communicator. When paired with supported wireless headset, Communicator gives you incredible freedom and even allows you to accept calls without being at your PC.

Office Phone

Communicator Office phone mode allows you to use Communicator in integration with your desk phone, enabling you to use Communicator to make, transfer and park calls from the app itself while you are talking on your desk phone. In addition to basic call features, all the advanced Communicator features are available as well which allow you to manipulate calls through the application as if you were using it in softphone mode.

Polycom Integration

Communicator allows users to exercise office phone control features remotely without physically touching the phone. Polycom IP phone series are fully supported devices. This feature ensures that Polycom desk phone will work seamlessly with the Communicator software.

Callback to GSM/PSTN Numbers

Besides your desk phone, Communicator can also be used to call back any phone number, mobile or landline. Once you answer the call on your mobile phone (for example), you will still be able to use all the features available in Communicator in order to control the call through the desktop application.

SMS

The SMS module allows Communicator users to send/receive SMS messages.

Communicator GO Mobile App

While on a phone call with the Communicator GO mobile app, you can still benefit from all of the advanced features/call control of the desktop app. For example, if you are using the mobile app, you are able to use the call transfer, add another user to the conference, park a call... at the same time from the desktop app. This enables you to continue your conversation on a mobile app while browsing the call options in the Communicator desktop app.

BASIC PHONE OPERATIONS AND CALL CONTROL

Video Calling

Communicator enables you to place, receive and control video calls on any desk phone or softphone that supports video calls.

Voicemail

When using Communicator you will be able to play, rewind, pause, delete and move Voicemail messages to a different folder on your PC. Additionally, Communicator allows you to save your voicemail messages to your drive.

Answer a Call

You can answer the call straight from your desktop application. Once you accept the call, it will be automatically answered on the speakerphone of your desk phone.

Hangup / Reject the Call

You can hang up an ongoing or reject an incoming call on your desk phone from the Communicator desktop app.

Concurrent Sessions

You are able to see information about multiple calls and switch between them easily using the Communicator desktop app. The number of concurrent sessions is equal to the number of lines for a specific extension. Office edition cannot show more than one call at a time.

Hold / Resume call

Hold/Resume option allows you to place a call on hold or to resume it by simply clicking the button in your Communicator app.

Transfer a Call

Communicator allows you to do a call transfer (blind / supervised / xfer / device transfer) while on an active call by simply dragging the call icon and dropping it to any ValuTel PBXware user in your Communicator list. Alternatively, to transfer calls to an external number you can press the Transfer button and enter any number you would like to transfer the call to.

Redial

The Redial option allows you to dial the last dialled number with a single click.

Mute

Communicator allows you to mute your speaker or mic with a single click if needed.

Speakerphone Paging

The Speakerphone paging option allows you to place your call on the desk phone speakerphone by clicking the button in your Communicator app.

Call Recording

Communicator allows you to start, stop, pause and resume a Call Recording while on an active call. When this feature is in use you will be able to see the call recording status indicator in your Communicator interface. In order for this feature to work, an extension must have the Instant recording enabled in the Enhanced Services.

Unified Communication Features

Unified Communications Features are an essential set of tools which is integrating organizations, users and services into much more productive business units.

ValuTel PBXware Directory

Communicator's main window will display the ValuTel PBXware contacts directory with the option to hide and block contacts as well as to set an alias for any of your contacts.

Instant Messaging by Chat

Chat with one or more users (single & group chat) at the same time, and keep a searchable History of every IM conversation. Communicator also allows you to see the chat message delivery status (delivered, seen).

File Transfer

Communicator allows you to Send and Receive files through its IM client. You can either click the Send File icon and then navigate to the file you would like to send, or you can simply drag-and-drop the file in your chat window.

Drag and Drop

You can use simple drag and drop actions to add users to a call/chat/conference/group chat, make blind or attended transfers, drop files to the Chat for transfer, join two active calls by simply dragging the call icon of one call and dropping it to the call window of the second call.

Start Chat from Call and Vice - Versa

Communicator allows you to initiate a call from the chat window by clicking the call icon, but it also allows you to start a chat from the call window in the same manner.

Adding user(s) to an Existing Chat Conversation

When a user is already in a chat there is one more button in the top bar now: "Add users into this chat". Another window with a search bar will open that can be used for searching users by name or number, and an option to select multiple users to add into the chat.

Department Group Messaging

You can broadcast IM messages to all members of a specific Department inside your company by clicking on the Channels icon and selecting your desired department.

Faxing

You are able to send any document as a fax directly from its native application (Word, Excel etc...), or send faxes directly from Communicator (PDF files only). In addition, you can also receive faxes and view them on your computer. The fax history feature will give you an option to check all incoming and outgoing faxes and filter them by date.

Presence

Communicator allows you to set your presence status and availability to inform other users when you are available or away. This feature also allows you to see the presence and availability of other users.

MS Outlook

You can sync Outlook contacts with your Communicator contact list. This will allow you to call any of them either from Communicator or Outlook using the integrated Outlook plugin. This will allow you to see the name of your contact whenever you initiate or receive a call from the number associated with one of your Outlook contacts. (MS Outlook must be installed)

MS Exchange

You are able to sync Exchange contacts with Communicator which will allow you to call them either from Communicator or Outlook using the integrated Outlook plugin. Whenever you initiate or receive a call, you will be able to see the Exchange contact name who is calling you. (MS Exchange and Outlook must be installed).

MacOS Contacts

You are able to sync your MacOS Contacts with Communicator which will allow you to call them from Communicator. Whenever you initiate or receive a call, you will be able to see the Address book contact name who is calling you.

Google Contacts

You are able to import your Google contacts into Communicator which will allow you to call them from Communicator. Whenever you initiate or receive a call, you will be able to see the Google contact name who is calling you.

Send vCard (contact sharing)

You can share contact details with another Communicator user by sending a vCard for the contact you would like to share. This can be shared via Communicator or via email.

Switch Phone

Communicator allows you to switch from the device you have taken the call on and continue the call on any other registered device. For example, if you received the call on your desk phone but need to leave the office, you can press the Switch button on your Communicator, and the call will be placed on hold shortly and all your devices will ring (desk phone and Communicator GO mobile app for example) and you will be able to continue the call on your Communicator GO even after you leave the office.

Browser Integration

Communicator's Click to Dial plugin supports all major web browsers: Firefox, Chrome, MS Internet Explorer/Edge and Safari. This plugin allow you to initiate calls from a web browser.

Conferencing Features

Instant Conferencing

You can create and control instant conference calls on any SIP phone or SoftPhone. In addition, you are able to convert two way calls into a dynamic conference call and add as many participants as you want.

Convert 2 Party Call to Conference

Communicator enables you to do a seamless transition from a regular call to a dynamic conference by simply dragging one or more contacts from your contact lists into a live call window.

Invite External Phone Numbers

In addition to the drag and drop Communicator contacts to a live call option, you can also invite any external phone number to a conference by clicking the + icon and entering the number you would like to join the conference.

Defined Conferencing

Communicator provides you with an overview and control of static conference rooms, as well as the use of any SIP phone or SoftPhone, and allows you to add participants by using the drag and drop feature or by instructing ValuTel PBXware to call out the external numbers you wish to add to the conference call.

Start Conference from Group Chat and Vice - Versa

Communicator allows you to initiate the conference from the group chat window by clicking call icon, but it also allows you to start the group chat from the conference window in the same manner.

Advanced Unified Communications Features

Call Parking

The Call Parking feature enables you to park an incoming call by clicking the park button. Communicator gives you an option to view the list of parked calls and pick up calls parked by other extensions.

Easy Caller ID Selection

When a list of Caller IDs is created in the Extensions' Enhanced Services feature, users are able to select a Caller ID they would like to use from the drop-down list. Once a selection is made, the selected Caller ID will be used for outbound calls.

Notifications

Communicator provides a number of different pop-up notifications in order to inform you about an event that occurred. A list of notifications includes: incoming call, new IM message, contact joined the conference, contact online/offline status. These notifications are available on every supported OS while Windows also includes an in-popup call control (Accept/Reject)

Multilingual Support

Communicator desktop is translated to several world languages. In case your language is not available, it is possible to obtain translation files from Bicom Systems and once you return the translation back to us we will gladly create a customized version in your language for you.

Online Self Care

Communicator offers access to ValuTel's Online Self Care platform through the integrated dashboard extension in the Self Care window. Online Self Care is a feature rich dashboard for every user on ValuTel's Hosted PBX VoIP platform.

Automatic Updates

Users are notified when there are updates for Communicator and they can choose whether to download/install them. In case a user does not want to proceed with an update, it is possible to postpone notification for a week, month or until the next version.

Default Ringtones

Default ringtones are now different for inbound and outbound calls when using a softphone. Previously it was the same ringtone and it was hard to distinguish whether a call was an inbound or outbound call.

Block Caller ID Enhanced Service in Communicator

Users are able to block caller ID directly from Communicator. Two options are available: "Hide Caller ID" and "Hide Caller ID for next call only".

CRM Integration

Communicator integrates with the most popular CRM systems and uses URL pop-up events in order to integrate with any 3rd party CRM systems. Pop-ups can be enabled for inbound and outbound calls once a call is answered or while a call is still ringing on a user's extension.

SugarCRM

Communicator offers full support for the SugarCRM, including Click-to-Dial and Call Recordings upload.

Zoho

Integration with the Zoho CRM does not support Click-to-Dial nor Call Recordings uploads to the CRM.

Salesforce

Integration with the Salesforce CRM supports the Click-to-dial and Call Recordings upload feature, however, while the Click-to-Dial works with the Classic interface, it is not supported in Lightning.

Microsoft Dynamics

Integration with the Microsoft Dynamics does not support the Click-to-Dial feature. Additionally, in case a customer is not added in the CRM, the call recording will not be uploaded unless the agent creates a contact before the call is finished.

Bullhorn

Integration with the Bullhorn CRM supports Call Recordings upload but does not support the Click-to-Dial feature.

Zendesk

Integration with the Zendesk CRM supports Call Recordings upload but does not support the Click-to-Dial feature.

Vtiger

Integration with the Vtiger CRM supports Call Recordings upload but does not support the Call log when call starts feature.

Pipedrive

Integration with the Pipedrive CRM supports Call Recordings upload but does not support the Call log when call starts feature.

SuiteCRM

Integration with the Suite CRM supports Call Recordings upload but does not support the Call log when call starts feature.

Modules

Generic Call Popup Module

Generic Call Popup module allows customer to use Communicator's Push call info to integrate with other browser-driven third-party CRM solutions. Custom modification on CRM part is necessary. Users can specify URL or EXE file, APP in MacOS, that will be executed in Call Popup module.

Skype for Business Module

Integration between the Skype for Business client and ValuTel's Hosted PBX VoIP platform.

Integrations

iTunes Integration

When a user places/receives a call on MacOSX, iTunes is paused automatically. When the call is finished, iTunes will continue to play music.

Telephony URI Handling

It is possible to set Communicator as the default app to open "tel://", "sip://", "callto://" and "Communicator://" URIs allowing you to use them to initiate calls with Communicator.

Outlook Click2Dial

The Outlook Click-to-Dial plugin allows the user to dial contacts directly from the Outlook contact list with a single click.

Outlook Contact Popup

Configurable option when the "Add a new Outlook contact" pop-up will show up. Users can now choose when the pop-up will be displayed. Options are: Never (default), when a call is started, when a call is answered and when the answered call is finished.

Browser Click2Dial

Communicator's Click-to-Dial plugin supports all major web browsers: Firefox, Chrome, MS Internet Explorer/Edge and Safari. This plugin allows you to initiate calls to detected phone numbers from a web browser with a single click.

E-mail Client Integration

The e-mail client integration allows you to send e-mails from Communicator to any of your contacts by using your default e-mail client.

IP Camera Support

Communicator enables you to connect any web capable IP camera.

Audio Device Integration

Any Audio Device Supported by the OS

Communicator can use any audio device installed and operating as a device supported by the OS.

Advanced Headset Integration with Jabra

Communicator supports full integration with selected Jabra headsets - users can Answer/Reject/Hold/Resume Communicator calls by using their headset controls.

Advanced Headset Integration with Plantronics

Communicator supports full integration with selected Plantronics headsets - users can Answer/Reject/Hold/Resume Communicator calls by using their headset controls

Personalization

Different View Modes

Use the List or Grid (Thumbnail) view modes to view your contacts. Choose the size of the contact details in the List mode. Show/hide contact personal message and name in the Grid View.

Avatar

Set your avatar image so other contacts are able to see it.

Personal Message

Communicator allows you to enter your personal message so other contacts are able to see it.

Block and Hide Contacts in List

Users are able to Block or Hide contacts from the Contacts list directly from the Communicator application.

Favorites

Users can make the Favorites list from the list of available contacts, directly in the Communicator application.

Choose a CallerID when Sending a Fax

Communicator users can choose caller IDs for sending a fax from a predefined list.

Choose Preferred Module Icons

Modules icons inside Communicator can now be personalized. The phone icon must be there in the first place, and the next three can be defined by users in the "Organize Icons" dialog.

Multiple User Profiles

Multiple profiles can be created (additional fees may apply). For example, you might want to create a profile for specific projects or departments you work in. You can easily switch between multiple user profiles.





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